

POSITION DESCRIPTION

Position Title:	Executive Assistant to Chief Executive Officer
Award/Agreement:	TOC Enterprise Agreement 2021 (and any subsequent agreement)
Classification level:	Level 9
Directly reports to:	Chief Executive Officer
Positions under Direct Supervision:	Nil

Organisational Context of Position

The Town of Claremont employs over 100 staff and is responsible for the local government area of approximately 5km². The Town has a population of approximately 10,000 people and is located in the picturesque western suburbs of Perth, Western Australia. The Town has five key goals areas: Leadership and Governance, People, Liveability, Environmental Sustainability and Prosperity.

Organisational Mission

We exist to deliver quality services for Claremont today and to build the foundation for the future.

Organisational Vision

The Town is a progressive, respectful, sustainable, local government supporting a connected, flourishing community.

Organisational Values

- **Respect:** We are responsible for how we behave in our workplace and will show respect and courtesy to all of our colleagues and customers.
- **Integrity:** We are open, accountable and honest.
- **Quality Communication:** We demonstrate our respect for our community and each other through timely, accurate and understandable communication.
- **Customer Service:** Every contact with a customer is important and an opportunity to demonstrate our commitment.
- **Excellence:** Our focus is quality outcomes achieved on time, on budget.

OBJECTIVE OF THIS POSITION

To work closely with the CEO and provide high level executive support. The role will be the primary point of contact for internal and external stakeholders and matters which pertain to the office of the CEO.

Objective 1: Administrative Support to the CEO

- Maintain a schedule of appointments and meetings for CEO.
- Screen incoming calls and correspondence, highlight urgent and important items.
- Management of the CEO customer contact workflow through Council First and TRIM. Coordinate and track CEO responses to meet deadlines.
- Manage phone and email communication with various stakeholders.
- Prepare routine correspondence (letters, reports and plans) in draft form for presentation to the CEO.
- Draft correspondence, file notes and reports.
- Support the CEO in the preparation, review and approval of Council and Committee Reports.
- Compile and collate relevant documents and other information for briefs.
- Management and oversight of CEO correspondence for signing.
- Manage the common seal register.
- Preparing agendas, minutes and papers for the Director Group meetings. Distributing agenda and minutes. Arranging follow-up of agreed actions as required.
- Working closely with CEO and Directors to keep them well informed of upcoming commitments and responsibilities.
- Preparation of newsletters and power point presentations (including for monthly staff meetings, a weekly Elected Member newsletter and weekly staff newsletter).
- Ensuring CEO expenses, reimbursements, receipts follow correct internal accounts procedures.
- Obtain quotes and pricing for goods and services as per the Town's procurement policy and procedure.
- Coordinate travel arrangements as required including preparing and distribute schedules/agendas for travel.
- Record keeping through TRIM, including scanning and saving documents as required.
- Organise meetings and provide secretarial support for internal and external committee meetings.
- Liaise with Councillors on behalf of the CEO where requested.
- Anticipating the needs of the CEO by planning ahead and being resourceful.
- Maintaining high level confidentiality and discretion with information.
- Suggesting improvements to the Town website content as a result of customer interaction.
- Administrative support and coordination on projects.
- Co-ordinate relevant staff responses and/or input into projects, programs, reports, correspondence and corporate issues.
- Foster, advocate and implement the Town's Customer Experience Charter. Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Perform all other duties and administration support as required by or directed by the CEO.
- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.

Objective 2: Administrative Support to the Mayor

- Provide administrative Support to the Mayor.
- Management of the Mayor's diary, appointments.
- Attendance at external events with the Mayor as required.
- Management of the Mayor customer contact workflow through Council First and TRIM.
- Prepare routine correspondence in draft form.

Objective 3: Events

- Set up and organisation staff meetings and executive team meetings.
- Organising and managing internal events and functions such as staff social functions.
- Coordinate functions to assist the Mayor including citizenship ceremonies.
- Manage the budget associated with events.

Objective 4: Occupational Health & Safety (For all Staff)

- Comply with all workplace procedures for hazard identification, risk assessment and risk control.
- Actively participate in safety activities associated with the management of workplace health and safety.
- Follow policy and procedures as required.
- Take reasonable care to ensure his/her own safety and health at work.
- Avoid adversely affecting the safety of any other person.
- Identification and reporting of health and safety hazards, accidents, incidents, injuries, property damage at the workplace.
- Ensure the correct personal protective equipment is used for the task or activity.

Objective 5: Corporate Responsibility (All Staff)

- In all actions, be accountable and employ ethical decision making and good governance in line with Town's Code of Conduct, values, policies and procedures.
- Demonstrate an ongoing commitment to the Town's Customer Experience Charter.
- Provide a high level of customer service.
- Promote and maintain harmonious relationships in the workplace.
- Ensure efficient and appropriate use of resources.
- Ensure compliance with purchasing policies and best practice in purchasing.
- Promote the development of efficient work practices.
- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Adhere and follow the Town's Record Keeping Plan.
- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.

Objective 6: Continuous Improvement (All Staff)

- Employ the mind set of continuous improvement to all work tasks.
- Support team members to review and analyse processes to identify possible improvements.
- Contribute to developing a culture of acknowledging and celebrating efforts to improve processes.

SELECTION CRITERIA

Essential

- 5+ years' experience in an EA position, preferably to a CEO or equivalent.
- Highly proficient in Microsoft Office applications including Word, Excel and Power Point and comprehensive word processing skills.
- Excellent written and verbal communication.
- Ability to think quickly and effectively under pressure.
- Demonstrated understanding of meaning of and requirement for confidentiality and discretion.
- Ability to think creatively and be a problem solver.
- Ability to work independently.

- Organised and highly developed time management skills.
- Attention to detail.

Desirable

- Previous experience in or knowledge of local government.
- Experience preparing agenda and minute taking.
- Experience with InfoCouncil.
- Experience with Mail Chimp and Survey Monkey.
- Events experience.

REQUIREMENTS

The Town requires all staff prior to commencing employment to:

- Provide an original qualification for sighting or a certified copy of qualification (where listed as Essential in Position Description).
- Provide for sighting 100 points of identification including at least one with a photograph (i.e. Driver's License and Passport or Birth Certificate).
- Provide a Police Clearance (at employee cost).
- Provide evidence of the Right to Work in Australia.
- Complete a pre-employment medical (Town's GP to confirm fitness to work in position) or completion of a medical questionnaire.
- Sign a change of circumstances employee declaration.

Some positions may be required to undertake other checks and verifications such as Working With Children Check and these will be specifically indicated in the Selection Criteria.

Signatures

Chief Executive Officer Approval

Signature	Date

Employee

Signature	Date